



Service Description

Cisco Modeling Labs Cloud (CML Cloud)

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

1.1 Description

CML Cloud Phase 1 Proof of Concept (PoC) is a cloud-hosted virtual lab solution that provides on-demand access to virtual network topologies. It simplifies lab setup and management by eliminating the need for users to manage their own hardware or virtual machines. This Phase 1 PoC is an invite-only program limited to two hundred participants, designed to validate the platform's infrastructure, pricing model, and support structure.

2. Cisco Responsibilities

2.1 Cisco will host, provision, and maintain the CML Cloud infrastructure, providing virtual lab instances with pre-configured resources of 4 vCPU, 16GB RAM, and 64GB storage per instance.

2.2 Cisco will manage customer entitlement and billing for CML Cloud through the Cisco U platform.

2.3 Cisco will provide basic support for CML Cloud through the Cisco U helpdesk queue and community forums.

2.4 Cisco will provide a curated subset of Cisco reference platform images optimized for the allocated compute resources. The following images are excluded from the Phase 1 PoC: Catalyst 9000, Nexus 9000, XRv 9000, SD-WAN (vManage/vSmart/vBond), and NGFW (FTD/FMC).

2.5 Cisco will provide external connectivity via NAT mode only. Bridge mode (Layer 2 external connectivity) is not available during Phase 1 PoC.

3. Customer Responsibilities

3.1 Customer is responsible for managing their individual user accounts and access to the CML Cloud platform.

3.2 Customer is responsible for designing, configuring, and running their virtual network topologies within the allocated CML Cloud instance resources (4 vCPU, 16GB RAM, 64GB storage). Resource scaling is not available during Phase 1 PoC.

3.3 Customer is responsible for utilizing CML Cloud for learning, testing, and development purposes.

3.4 Customer is responsible for exporting and backing up any lab topologies or data they wish to retain. Upon subscription expiration and the conclusion of the 72-hour grace period, the customer's VM instance and all associated data will be permanently deleted.

3.5 Customer is responsible for maintaining an active Cisco.com (CCO ID) account and a Cisco U. account using the same credentials used for purchase.

3.6 Customer agrees to actively use the service and provide feedback through designated channels including surveys, the private Webex Community Space, and periodic feedback sessions.

4. Supplemental Terms

4.1 CML Cloud is provided for non-production use cases, including learning, testing, and development of

network architectures. It is not intended for production network deployment or debugging.

4.2 Cisco Technical Assistance Center (TAC) support is not included with CML Cloud. Basic support is provided through community forums and the Cisco U helpdesk queue.

4.3 CML Cloud Phase 1 PoC is an invite-only program. Cisco reserves the right to revoke access to inactive participants to ensure all PoC slots are utilized effectively.

5. Subscription Terms

5.1 Subscriptions are sold in 30-day increments at a rate of \$50 USD per month. Access begins immediately upon purchase.

5.2 Subscriptions do not auto-renew. To extend access, Customer must purchase additional subscription terms through the Cisco Learning Delivery (CLD) Store.

5.3 Upon subscription expiration, Customer will receive automated notifications. A 72-hour grace period will be provided following the end of the 30-day term. If no renewal is processed within the grace period, the VM instance and all data will be permanently deleted.

5.4 Initial purchases must be made at Quantity 1 to establish entitlement. Subsequent purchases for additional months will stack consecutively. Purchasing multiple quantities in the initial order will result in multiple concurrent lab instances, not consecutive months of access.

6. Export Compliance

6.1 CML Cloud includes software that may be subject to U.S. export control regulations (K9/encryption). Access to CML Cloud is restricted to users in non-embargoed countries in accordance with applicable U.S. export laws and regulations.